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ABSTRACT

In 1986, a study was conducted at Rancho Santiago College (RSC) to determine the reasons that students whose educational goal was to transfer to a four-year college did not complete their objective. In fall 1983, 6,030 of the students enrolled at RSC indicated on their application for admission that they planned to transfer to a four-year college. Two years later, 158 students had transferred to one of two state universities, 2,615 were still attending RSC, and 3,257 were no longer attending RSC and had apparently not transferred. Surveys were mailed to this final group of students to determine whether they had transferred, had decided not to transfer, or had delayed their transfer. Former students who had not transferred were asked when they planned to start attending a four-year college and their reasons for not attending or for delaying their attendance. Study findings, based on a 20% usable response rate, included the following: (1) of the 566 respondents, 121 indicated that they had already transferred to a four-year college, 394 reported that they had not transferred yet, and 51 indicated that they no longer planned to transfer; (2) the main reasons for not transferring were "plan to return to RSC" and "decided to work," while other reasons included "financial" and "attending another community college"; (3) of the respondents who indicated they still planned to transfer, 41% were undecided as to when they would start a four-year college, 31% planned to start in one year or less, and 28% planned to start in one year or longer; (4) of the 121 respondents who had transferred, 69% were attending a public college or university, and 31% were attending a private four-year college; and (5) respondents indicated high levels of awareness of, frequency of use of, and satisfaction with RSC services. The survey instrument is appended. (JMC)

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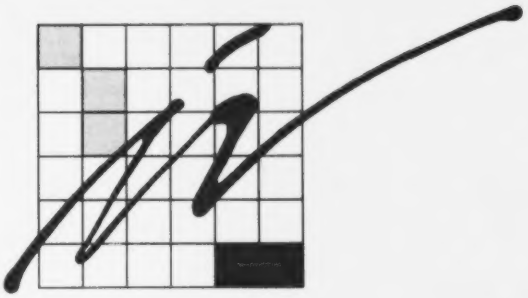

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WHY HAVE THEY NOT TRANSFERRED?

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rancho santiago community college district

Hilda Roberts, Instructor
Institutional Research

June 1986

EXECUTIVE SUMMARY

of the

WHY HAVE THEY NOT TRANSFERRED? STUDY
Institutional Research June, 1986

- 21% of the respondents had transferred to a four-year college. (in addition to CSULB and CSUF transfer students)
- 70% of the respondents still plan to transfer to a four-year college.
- 9% of the respondents no longer plan to attend a four-year college.
- One-third (2615) Fall 1983 students who planned to transfer were still enrolled at RSC in Fall 1985.
- 16% of respondents indicated they delayed transfer due to "decided to work."
- 16% of the respondents "plan to return to RSC"
- 11% of the respondents indicated they were "attending another community college." Telephone survey results showed primary reason for other Community College was closer to home.
- Transfer students were satisfied with academic preparation at RSC and the RSC campus.
- Students were highly aware of student services.
- 27% were not aware of Personal Counseling and 27% were not aware of the Placement Center.
- 58% used the Library frequently.
- 43% were very satisfied with service at the Health Center.
- 40% were very satisfied with the Library.

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ABSTRACT

The purpose of this study was to determine what happened to students who indicate on their initial application for enrollment at Rancho Santiago College that they plan to "transfer to a four-year college."

Six thousand thirty students in Fall 1983 indicated they planned to transfer. Two years later, according to our records and records sent to our district, 158 had transferred to either California State University Long Beach (CSULB) or California State University Fullerton (CSUF), 2,615 were still attending Rancho Santiago College, and 3,257 were no longer attending. The 3,257 students not attending were sent a survey to determine--Why they had not transferred? or Had they transferred to a four-year college other than CSULB or CSUF?

The survey found that: a) 121 had transferred to a four-year college (in addition to CSULB and CSUF), b) 394 still planned to transfer, and c) 50 no longer planned to transfer.

The primary reasons indicated for delaying or not transferring were: "decided to work" and "plan to return to Rancho Santiago College."

Transfer students rated their academic preparation at RSC as above average to good. They were pleased with the campus environment and RSC. Most of the transfer students were attending California public colleges.

All the respondents indicated that they were aware of student services and indicated that most of the services were used in a relatively high frequency. They were satisfied with the assistance received at the RSC student services.

WHY HAVE THEY NOT TRANSFERRED?

INTRODUCTION

One of the important missions of a community college is to transfer students to a four-year college. Studies have been conducted that track students who do transfer to a four-year college. No information is available on the students who expressed a desire to transfer and have not completed this objective. The purpose of this study was to investigate why students do not complete their transfer objective.

In the Fall Semester of 1983,6,030of the students who were enrolled had indicated on their application for admission to Rancho Santiago College (RSC) that they planned to transfer to a four-year college after completing their course work at RSC. Two years later, the minimum amount of time required to complete a transfer objective, reports from Rancho Santiago College and our major transfer institutions and showed that 55 had transferred to California State University Long Beach (CSULB) and 103 had transferred to California State University Fullerton (CSUF), 2,615 were still attending Rancho Santiago College, (It was interesting that one-third of the students were still working on their transfer objective.) and 3,257 were no longer attending and had apparently not completed their transfer objective. (Table 1)

TABLE 1

Students With Transfer Objective

CATEGORY	N
FALL 1983	
Enrolled students with transfer objective	6,030
FALL 1985	
Records Indicated Transfer to California State University Long Beach (CSULB) or to California State University Fullerton (CSUF)*	158
Attending Rancho Santiago College	2,615
No longer attending Rancho Santiago (Survey Group)	3,257
TOTAL	6,030

*73 respondents indicated they were attending CSULB or CSUF in addition to those identified in our records

The questions were--Why had the 3,257 students not transferred? Or had they transferred to a four-year college other than CSULB or CSUF?

The study then asked the following specific questions in order to determine what had happened to the students: 1) Had they transferred to a four-year college? 2) Had they decided not to attend a four-year college? 3) Had they decided to delay their transfer to a four-year college? 4) If they had delayed, when did they plan to start attending

a four-year college? 5) What was the primary reason for not attending or delaying attending a four-year college?

In addition to the questions relating to why they had not transferred, a section was included to assess student services offered at Rancho Santiago College. This section was to give information to the administrative personnel to assist in planning and evaluating of educational programs and student services. If a student did transfer, information on academic preparation was collected for analysis as well as for comparison with student responses on The Transfer Student Study conducted by Ron Kessler, Ph.d. of Rancho Santiago College, Institutional Research in July, 1985.

METHOD

Participants

Respondents

Former students who were enrolled in Fall 1983 and who had declared an objective to transfer and who were not currently enrolled at RSC in the Fall of 1985 were identified. (Table 1) Using this criteria, a total of 3,257 students were mailed surveys and asked to respond. A total of 725 surveys were returned. One hundred fifty-nine reponses were not used in the sampling because they failed to accurately complete the survey or indicated that they were not qualified to participate. Included in the 159 responses not used in the final sample, there were twenty-eight respondents who indicated they were attending CSULB and 45 respondents who indicated they were attending CSUF. They had not been indentified in our records. The final sample size was 566 respondents. The overall return rate of the surveys was 20 percent.

Materials

Information for this study was supplied from a survey mailed to eligible students. The survey contained three sections which included many issues to determine why the students have not transferred to a four-year college or to determine if they had transferred to a four-year college other than CSULB and CSUF. (Appendix A)

Section One was to be completed by the respondents who had transferred. It included a blank line for the respondent to indicate the name of the four-year college they are now attending and a 7-point Likert scale to rate the degree of academic preparedness and overall satisfaction with Rancho Santiago College.

Section Two was to be completed by the respondents who had not transferred. It sought information on plans for transfer--no longer plan to transfer or still plan to transfer. Respondents were also asked to indicate one reason for not transferring or for delaying their plans.

Section Three was to be completed by everyone, respondents were to indicate their impression of Rancho Santiago College facilities and student services offered at Rancho Santiago College.

The designation "SAC" was used on the inside of the survey because these students had attended the college when the name was Santa Ana College (SAC). Our new name was printed on the cover.

Procedure

An initial mailing in February 1986 was followed up five weeks later with a second mailing to students who had not responded. The final sample was comprised of all the eligible respondents who responded by May 20, 1986. Information from the respondents was input into an SPSS computer program.

RESULTS

Of the 566 final sample respondents, 121 indicated that they had already transferred to a four-year college (in addition to the CSULB or CSUF transfers not included in the study), 445 respondents indicated that they had either not transferred yet (N=394) or no longer plan to transfer (N=51).

TABLE 2

Statistical Summary of Respondents Survey

CATEGORY	N	%
"Yes"		
Transferred to a four-year college (in addition to the students who transferred to CSULB and CSUF)	121	21%
"No"		
Still plan to transfer to a four-year college	394	70%
No longer plan to attend a four-year college	51	9%
Total "No"	445	79%
TOTAL of all respondents	566	100%

The students who had not transferred were asked to indicate the primary reason for delaying or not attending a four-year college. From Table 3, it can be seen that the main reasons provided by the respondents for not transferring were: "plan to return to RSC"(16%)

and "decided to work" (16%). Seventeen percent gave "other" reasons (which were not included in the forced choices on the survey). (Appendix B)

The next greatest reasons given for delaying or not attending were "financial" (11%) and "attending another community college"(11%). (Appendix C - Random telephone survey of reasons for attending another community college.) Eleven percent of respondents were undecided about future goals and plans or had changed goals and plans. Home and marital status (9%) was a factor affecting transfer. Illness (4%), moved (2%), transportation problems (1%), and undecided on which college to attend (1%) seemed to have little significance.

TABLE 3

Statistical Summary of the Reasons Students Did Not Transfer to a Four-Year School

CATEGORY	N	%
Decided to work	72	16%
Planning to return to RSC	71	16%
Financial reasons	50	11%
Attending another community college	50	11%
Home or marital status delayed plans	39	9%
Undecided about future goals and plans	30	7%
Changed goals and plans	19	4%
Illness	15	4%
Moved	7	2%
Lost interest in college	6	1%
Undecided on which college to attend	6	1%
Transportation	6	1%
Other (Appendix B)	74	17%
Total (All "No" respondents)	445	100%

The 394 respondents who indicated they still plan to transfer to a four-year college also responded to the question asking when they planned to transfer. One hundred sixty-two (41%) of the respondents indicated that they were undecided when they would start a four-year college. One hundred twenty-one (31%) plan to start in one-year or less. One hundred eleven (28%) plan to start in one-year or longer.

TABLE 4

Respondent Timelines for Transfer to a Four-Year College

CATEGORY	N	%
1 Year or Less	121	31%
1 Year or Longer	111	28%
Uncertain	162	41%

The 121 respondents who had transferred indicated that they were currently attending the colleges shown on Table 5. Sixty-nine percent of our transfer respondents were attending a public college or university other than California State University Long Beach or California State University Fullerton, and thirty-one percent were attending private four-year colleges.

TABLE 5

Four-Year Colleges Currently Attended by Transfer Respondents*
(*CSULB and CSUF students are not included)

CATEGORY	N	%
Cal Poly Pomona	34	26%
University of California - Irvine	21	17%
Chapman College	8	7%
La Verne	5	4%
University of California - Los Angeles	5	4%
University of California - San Francisco	5	4%
Chico	4	3%
Redlands	3	2.5%
California State University - Los Angeles	3	2.5%
Western State College of Law	3	2.5%
California State University - Dominguez	3	2.5%
West Coast University	2	2%
Southern California College	2	2%
Pepperdine University	2	2%
California State University - Northridge	2	2%
San Luis Obispo	2	2%
Loma Linda	1	1%
Southern California College	1	1%
Georgetown	1	1%
Biola	1	1%
Cogswell	1	1%
Columbia Pacific College	1	1%
Tufts	1	1%
Wichita State	1	1%
University of Arizona	1	1%
Ricks, Rexberg, Idaho	1	1%
Humbolt	1	1%
Southern Methodist	1	1%
Saint Mary's	1	1%
Berkeley	1	1%
Christ College, Irvine	1	1%
Colorado State	1	1%
Northern Arizona University	1	1%
Total	121	100%

Respondents who transferred were asked to rate their academic preparedness at Rancho Santiago College and their satisfaction with the Rancho Santiago College campus. The results of their ratings are shown on Table 6. Overall the students ratings were above average to good in all categories.

Preparation in general education classes was rated lower by the transfer respondents in this survey than by the respondents in the Rancho Santiago College The Transfer Student Study of June 1985. Respondents to this survey did have lower mean scores in most categories but the difference was not significant.

TABLE 6

Ratings of Preparedness and Satisfaction While Attending RSC for the Students Who Did Transfer to a Four-Year College*

CATEGORY	N	MEAN	STANDARD DEVIATION
General Ed. classes	115	5.10	1.28
Prepared to write	113	4.89	1.44
Able to use library	113	4.82	1.49
Prepared to study	116	5.06	1.19
Prepared by instructors	113	5.18	1.51
Pleased with RSC campus	111	4.92	1.38

*Mean ratings and standard deviations from 7-point scales.

ASSESSMENT OF STUDENT SERVICES

In order to solicit student assessments of specific services, all respondents (566) were asked to provide three types of information. Respondents were to indicate 1) if they were aware of specific service being offered, 2) how often they used the service while at RSC, and 3) how satisfied or dissatisfied they were with the service. The services which were included in the survey were: Admissions/Records, Academic Counseling, Personal Counseling, Library, Financial Aid, Placement Center, Career Planning, Tutoring, and Health Center. Tables 7, 8, and 9 show the student evaluations.

Awareness of service (Table 7, Page 12) was high in all categories. Personal counseling (72%) and Placement Center (73%) had the lowest percentage of awareness. Since these students attended RSC, the Placement Center has been moved to a new location in the Johnson Center. Respondents to this survey responded higher in awareness of service in all categories compared to the respondents to the Ron Kessler, Ph.d. The Transfer Student Study of June 1985. The highest area of difference was Career Planning (change from 70% to 79% in this survey).

Respondents indicated in "frequency of use of service" (Table 8, Page 13) that a high percentage of them used the services. Admissions/Records and the Library were the most frequently used. Two areas had a high percentage of non-utilization--Placement Center (83%) and Tutoring (81%). Possible reasons for this low rate of utilization could be the location of the service and the hours this service is available. It is also possible that these respondents did not need these services.

Four areas--Personal Counseling (74%), Financial Aid (75%), and Health Center (74%) were seldom used by the respondents. Again the question of hours these services are available might have a significant bearing.

Respondents were "very satisfied" with assistance received (Table 9, Page 14) in the following areas: Health Center (43%), Library (40%), Tutoring (28%). The area of the greatest dissatisfaction was Financial Aid (28% of the respondents who used this services were dissatisfied). Respondents who used the service were not satisfied with the service they received from Academic Counseling (22% dissatisfied) and Personal Counseling (25% dissatisfied).

TABLE 7

Summary Statistics of the Student Awareness of Campus Services While Attending RSC

SERVICE	Aware of Service YES N	YES %	NO N	NO %	TOTAL N	TOTAL %
Admissions/Records	534	99%	6	1%	540	100%
Academic Counseling	487	91%	49	9%	536	100%
Personal Counseling	384	72%	147	28%	531	100%
Library	527	97%	14	3%	541	100%
Financial Aid	476	90%	51	10%	527	100%
Placement Center	383	73%	145	27%	528	100%
Career Planning	416	79%	108	21%	524	100%
Tutoring	435	82%	93	18%	528	100%
Health Center	439	83%	92	17%	531	100%

TABLE 8

Summary Statistics Indicating How Often Students Used RSC Services

SERVICE	Frequency of Use: Never N	Never %	Infrequently N	Infrequently %	Frequently N	Frequently %	Total N	Total %
Admissions/Records	17	3%	300	56%	221	41%	538	100%
Academic Counseling	185	35%	275	51%	73	14%	533	100%
Personal Counseling	392	74%	110	21%	25	5%	527	100%
Library	73	14%	151	28%	312	58%	536	100%
Financial Aid	396	75%	93	18%	40	7%	529	100%
Placement Center	431	83%	80	15%	11	2%	522	100%
Career Planning	377	72%	126	24%	21	4%	524	100%
Tutoring	429	81%	70	14%	28	5%	527	100%
Health Center	393	74%	107	20%	33	6%	533	100%

TABLE 9

Summary Statistics Indicating the Degree of Satisfaction or Dissatisfaction of Students with RSC Services

Degree of Satisfaction by Students who used Service

SERVICE	Dissatisfied N	%	Satisfied N	%	Very Satisfied N	%	Total N	%
Admissions/Records	36	7%	366	71%	111	22%	513	100%
Academic Counseling	76	22%	198	58%	69	20%	343	100%
Personal Counseling	33	25%	72	54%	29	21%	134	100%
Library	15	3%	256	57%	182	40%	453	100%
Financial Aid	36	28%	67	52%	25	20%	128	100%
Placement Aid	19	20%	63	68%	11	12%	93	100%
Career Planning	18	13%	105	73%	21	14%	144	100%
Tutoring	18	19%	49	53%	26	28%	93	100%
Health Center	7	5%	70	52%	57	43%	134	100%

SUMMARY AND CONCLUSION

Why have they not transferred? The results of this study indicate that 21 percent of the respondents did complete their transfer objective. Another 70 percent of the respondents still intend to transfer to a four-year college. Only 9 percent of the respondents had decided not to complete their transfer objective. Respondents certainly still have a goal of completing college.

Of the 445 respondents who had not transferred, it was significant that when choosing a primary reason for not transferring or for delaying transfer that 16 percent of the respondents indicated that "they plan to return to RSC." This indicates the students will be using our college to complete their objective. This tied with "decided to work." (Table Table 3) These respondents might use our college courses on a part-time basis in the future. Many respondents continue to want to complete their community college education and transfer. Because 11 percent of the respondents indicated that they were "attending another community college", a telephone survey of a random sample of these respondents was conducted. The primary reason given by these respondents for attending another college was "community college now attending is closer to home." (Appendix C)

The transfer students rated their academic preparation at RSC above average to good. Respondents were satisfied with their experience at RSC. Most of our transfer respondents went to a public four-year college. A satisfaction with California public higher-education would be indicated.

Overall, the respondents felt that Rancho Santiago College provided a good social and campus environment. The majority of the respondent were aware of student services. It should be noted that 43 percent of the respondents using the Health Center were very satisfied with the service and 40 percent of the respondents using the Library were very satisfied. Certain services were relatively under-utilized by respondents.(Table 8) For example, 58 percent used the Library frequently while only 2 percent used the Placement Center. In the counseling area, 35 percent never used Academic Counseling and 74 percent never used Personal Counseling. If students were not using these services, it was not because they were not informed of their existence. (Table 7)

The satisfaction ratings for: Financial Aid, Personal Counseling, Academic Counseling, Placement Center, and Tutoring indicate that there is room for improvement. (Table 9) The Library and the Health Center are effectively servicing the students, according to these ratings.

Our students are persistent in trying to obtain their goals. This was reflected in the 2,615 students who were still attending RSC trying to complete their transfer objective.

One final note, the Rancho Santiago College staff should review the application form for admission to the college to prevent students who have no intent of transferring from marking the wrong category. Students do not seem to understand the term "transfer". A number of respondents (not included in the survey final sample) had a college

degree before attending RSC). A number of the students would benefit from more counseling relating to setting goals and objectives. (Table 3) Our counseling staff should be made aware of this need.

In the future, it would be important to replicate this study with another group of students. This would give more data in this area and give validity to the results of this study. It is suggested that we involve other community colleges in this type of study so we would have more comparative data.

IF YOU DID TRANSFER TO A FOUR-YEAR COLLEGE,

PLEASE ANSWER SECTIONS 1 & 3.

IF YOU DID NOT TRANSFER TO A FOUR-YEAR COLLEGE,

PLEASE ANSWER SECTIONS 2 & 3.

** SECTION 1 **

YES, I DID TRANSFER

I am NOW attending _____ college.

1) Overall, how well were you prepared by your general education classes at SAC to successfully complete upper-division course work at your four-year college? (Circle one number)

1 2 3 4 5 6 7
Poorly Very well

2) When you left SAC, how well were you prepared to write term papers or reports in upper division classes?

1 2 3 4 5 6 7
Poorly Very well

3) When you left SAC, how well were you prepared to use library research skills?

1 2 3 4 5 6 7
Poorly Very well

4) When you left SAC, how well were you prepared to know how to study effectively?

1 2 3 4 5 6 7
Poorly Very well

5) How well were you prepared by the instructors at SAC in your major to successfully complete upper-division course work at your present college?

1 2 3 4 5 6 7
Poorly Very well

** SECTION 2 **

NO, I DID NOT TRANSFER

* Please answer 1 or 2 and 3

1) ____I did not transfer to a four-year college and no longer plan to attend.

2) ____I did not transfer to a four-year college but I still plan to attend within:

____ 1 year or less
____ 1 year or longer
____ Undecided

3) WHAT IS YOUR REASON FOR NOT ATTENDING OR DELAYING? (Check only one)

____ Transportation problems
____ Decided to work instead
____ Financial reasons
____ Moved
____ Lost interest in college
____ Home or marital status delayed my plans
____ Illness
____ Attending another community college
____ Undecided which college to attend
____ Undecided about future goals and plans
____ Changed goals and plans
____ Planning to return to SAC
____ Other:_____

** SECTION 3 **

EVERYONE PLEASE ANSWER

1) What was your overall impression of the social and campus environment at SAC?

1 2 3 4 5 6 7
Poor Excellent

2) Were you aware that SAC offers the services listed below? How often did you use the services? How helpful were the services?

SERVICE	Aware of service 1=yes 2=no	How often 0=never 1=infrequently 2=frequently	How helpful 0=never used 1=dissatisfied 2=satisfied 3=very satisfied
Admissions, Records & Registration	____	____	____
Academic Counseling	____	____	____
Personal Counseling	____	____	____
Library	____	____	____
Financial Aid Office	____	____	____
Student Placement Office	____	____	____
Career Planning	____	____	____
Tutoring	____	____	____
Health Center	____	____	____

TRANSFER STUDENT FOLLOW-UP QUESTIONNAIRE 1986

DEAR STUDENT

We at Rancho Santiago College (formerly Santa Ana College/SAC) are pleased that you attended our college. While attending our college, you indicated on your application that your intent was to transfer to a four-year college, we are interested in knowing if you did transfer.

Please take a few minutes to complete the questionnaire, fold it with our return address on the outside, and drop it in the mail.

Thank you for your assistance. Your responses will be very helpful.

RANCHO SANTIAGO COLLEGE

(formerly SANTA ANA COLLEGE)

RANCHO SANTIAGO COLLEGE

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APPENDIX B

"OTHER" CATEGORY -- REASONS FOR DELAYING

-- Work and school hours differed.

-- Constantly changing work schedule makes it difficult to attend.

-- Time

-- Currently involved with a group that (if Congress passes HJR 504) will have responsibility of establishing a national memorial to the astronauts.

-- Pregnancy

-- Classes in dentistry

-- Have 3 children under 5 years old - working full-time and intend to go to college part-time

-- Being part-time student and full-time work and having family

-- Obligated to start full-time work

-- Did not complete class at Saddleback so got "F" cannot retake class, have moved

-- Applied too late, will be going in Fall

-- Personal problems

-- Only for continuing education

-- Unable to attend full-time

-- No time to go working

-- Met my current job needs

-- Opened own business

-- Military obligation

-- Work load

-- EMT class was taken off campus for Los Angeles Fire Department

-- Took a rest

-- Will return when my children are older

-- Career demands

-- Just planned to finish AA

-- Taking a break between working and starting back to school

-- Belong to job

-- Not enough units to transfer

-- Taking a noon math course

-- Personal life went to hell - Would like to return to school

-- Attended for continuing education NRE

-- Work full-time too!

-- Getting interior design degree from the Fashion Institute of Design and Merchandising in Los Angeles

-- Achieved certificate

-- Waiting acceptance

-- Work schedule too demanding

-- Emotional

-- I was accepted but didn't attend

-- Need guidance in career goals

-- You started charging for tuition and it was more than I can handle and wouldn't qualify for a student loan nor do I wish to fill out all those papers

-- Military

-- Will enter accelerated courses at Redlands for BA

-- SAC left me unfulfilled

-- Instructor I had in English Department for English 101 night were too much into the feminist movement for male students. We were there for English -- this soured me and I dropped course twice.

-- Taking other steps to CPA Exam ACT and CLEP

-- Transcript problem because of faculties inattentiveness

-- Offered a great job that I couldn't pass up

-- Satisfied goals with AS

-- Need more units

-- Some second year classes not offered at night

-- Pregnancy

-- Time limiting

-- It is taking longer to complete than planned

-- Major not transferrable--need classes in a new field

-- Low LSAT score

-- Had a child delayed

-- Pregnancy one semester -- child the next

-- Busy at work

-- Waiting acceptance

-- My job requires extensive travel 11 months of the year

-- Baseball 2nd year

-- No hurry

-- Full-time work, caring for baby

-- Family illness

-- Work schedule at the present time

-- I want to be home with my children while their young. The people in the Health Center were excellent and also in the Library.

-- Time

-- Had to work

-- Too far from work

-- Another baby

-- Haven't completed enough units

-- I go part-time to school (1) class--work full-time plan to go back full time as soon as my husband gets a better paying job and I'll work part-time

-- Classes that I want to take were not available on campus

-- Job transfer

-- Obtaining certificate towards social work

-- Pregnancy

APPENDIX C

Responses to Random Telephone Survey Relating to Reason for "Attending Another Community College"

- Too far to drive
- Moved to Riverside
- College closer to home
- Live in Los Angeles
- Fullerton closer to home (RSC is a good school)
- Fullerton requires less driving
- Cypress closer to home
- Program not offered at RSC
- Certificate program not offered in same depth at RSC
- Other College suits goals
- Accepted in Nursing Program at GoldenWest
- Associate Tech for shorter program
- Attending Orange Coast to raise GPA
- To take classes to transfer straight into my major (business) instead of "pre-business"!
- Spouse in the Navy

GENERAL COMMENTS ON THE SURVEY

* Admissions - I never received certificate in classes I attended.

* Academic Counseling - Lost my placement scores and I had to retake the test - Counselor seemed more interested in her personal stuff than on checking my transfer qualifications.

* It has been a long time since I had a career test. I don't remember, could not go followup. Reason I'm not in college now.

* I found that SAC lost too many classes to English-as-a-Second-Language classes.

* Change name back to Santa Ana College.

* My counselor should take classes in manners.

* Overall, it was great! I had some of the best instructors in my life while attending SAC.

* SAC Doesn't provide enough services to night students. I usually couldn't see someone for help unless I took time off at work.

* You read more at the university--I could get by at SAC without reading.

* There should be a class that teaches you more about use of the library--I learned it on my own.

* I feel that if you are going to succeed in college - you yourself have to work on study habits.

* Most of the instructors I had I enjoyed. (Dr. Mabbut, Dr. Dryden, Tom Hartnett, Mr. Putman) however, some were operating sausage grinders, cranking out students without even learning names. _____ was one of the rudest, most obnoxious jerks I've yet encountered. _____ was more concerned about his yacht than anthro. I was also pleased with the counseling staff especially Dr. Earl and Dr. Lee.

* I can't answer (about preparation in major) only took GE classes.

* I don't want to sound negative. I enjoyed going to this school. I think you have some excellent teachers. This school helped me to grow and decide just what I wanted to do. But the biggest complaint I have is with the counselors. I even told people going there this next fall that the counselors are bad and not to listen to everything they tell you.

"General Commments" continued

* Academic counseling--This one thing I think your school really needs to work on. I got no help from any counselor I went to see. In fact, if I had listened to half of the things they told me to do, I would be majoring in the wrong field and I would have never applied for CSULB.

* Planning to return to SAC if they will be better.

* SAC seemed to be more interested in the needs of the Vietnamese and Hispanics than Whites.

* At the time I attended I had a 101 English teacher who: 1) Never graded a paper. 2) Spent most of his Monday's talking about his tries that weekend in Mexico--smoking pot, etc. Students complained to the adm. but he was kept as a teacher!

* Financial aid instructors gave career help.

* I wanted financial aid but the college staff kept losing paperwork - took 6 months to get a Pell Grant of $400.

* Excellent instructors!

* Chico State has a much different setup for library research.

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